

# 2016 Massachusetts Community Transportation Coordination Conference

## On-Demand Transportation Q&A with Bridj, Lyft, and Uber

### Presenters

- Tyler George, Lyft
- Chris Taylor, Uber
- Bridj was unable to attend due to unforeseen circumstances

### Facilitators

- Michael Muehe, Cambridge Commission for Persons with Disabilities
- Theadora Fisher, MassMobility

### Lyft

- Service in Eastern Mass
- Use the app to find drivers near you and get rides
- How well does Lyft serve different riders?
  - Seniors – less likely to own a smartphone & use new technologies
  - People with disabilities – app is great for people who are blind; Drivers are provided with lots of information on how to transport wheelchairs, multiple wheelchairs, etc.
  - Low-income people – Lyftline groups people together for a discount

### Uber

- Service in all of Massachusetts, but wait times can be much longer in rural areas
- Over 2 million riders per month in Massachusetts; 20,000 drivers
- Uber Pool lets you share rides
- Partnering with the Boston Center for Independent Living and Disability Law Center to create products to work with the disability/senior communities. Working on partnering with organizations to increase access to wheelchair-accessible vehicles

### Q&A

- How do you ensure safety of passengers, including passengers with disabilities and seniors?
  - Uber: the app eliminates anonymity because you can see the driver's face, vehicle, and plate prior to the trip. No cash is exchanged. All vehicles are GPS tracked. There is a link so you can share your ETA with someone else. Riders rate drivers, and drivers rate riders. There is an app for Deaf drivers.
  - Lyft: extensive driver screening including RMV checks and CORI checks. They interview every driver prior to the driver starting. Insurance
- If a senior or person with a disability takes extra time to board, will they run the risk of a bad review from the driver?

- Uber does not kick off riders with bad rating. If driver gave low rate to rider – they must explain if the behavior was violent or unsafe, this is what we're looking for and may be cause for removal.
  - Lyft: Most low ratings happen when people are leaving bars.
- Do you partner with other agencies?
  - Both companies said they have innovative partnerships in other cities and are interested in exploring further partnerships.
- What if I don't have a smartphone?
  - Someone else will have to set up your ride.
- Do drivers have to take service animals?
  - Drivers must comply with all rules including service animals. Drivers have been reeducated (warned). Repeat violations will result in termination.
- How are you trying to receive federal funds?
  - Lyft has submitted a bid to partner with MBTA to provide service. Government can save when using local providers.
- Is there any difference between Lyft and Uber?
  - Both offer ride share services, both are app driven, both offer shared rides. Uber has more luxury options. Some drivers work for both.
- Are many drivers retirees?
  - Yes, lot of retirees. People choose it for a second career, find it a great way to work on their own schedule. Half of all drivers work less than 10 hours per week.
- Is tipping allowed?
  - Uber – Yes, tipping is not expected or required, but is always OK.
  - Lyft – it's available on app but not required.